- How to reset your EPCS passphrase

*S/N or Credential ID is looking for one of your ACTIVE token credentials. A soft token (phone, computer or other electronic device) will have a Credential ID, which will be located in the VIP Access app. It will be 4 CAPITAL letters followed by 8 numbers (ex. SYMC12345678). A hard token (orange keyfob/keychain) will have a Serial Number (S/N), which will be located on the back of the device. It will be 3 CAPITAL letters followed by 9 numbers (ex. AVT123456789).
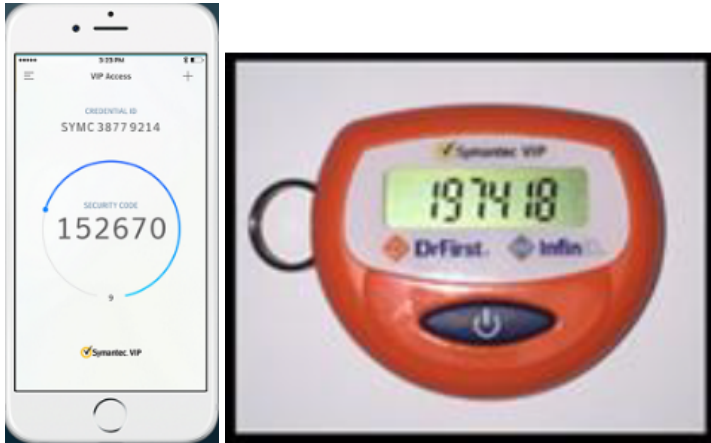
*You will get 3 attempts at successfully entering your security answer, before you are locked out for 15 minutes. After the lockout is up, you may try again. Please note- the security answer is CASE SENSITIVE and is looking for exactly what you typed in during EPCS User Registration. If you do not remember your security answer, you will need to call DrFirst Support, as we will need to disable your EPCS account and walk you through EPCS Registration again.

Step-by-step guide

1. Access your EPCS Prescriber Dashboard (You can access your EPCS Prescriber Dashboard here: https://ui.epcsdrfirst.com/pob/login / or click on the "EPCS Gold" link in DrFirst. If in Rcopia 4x, navigate to "Utilities" > 'Token Management').

2. You will then click on "Forgot Passphrase" within the Sign in box. PLEASE NOTE - if your account is under the 15 minute lockout, you cannot reset your passphrase until the 15 minute lockout is complete.

Forgot Passphrase

Fields marked with * are mandatory

Enter the following information to proceed

NPI*   3218712222

S/N or Credential ID *   [   ] ❓

[Next Step] [Quit]

Forgot Passphrase

Fields marked with * are mandatory

Enter the following information to proceed

Select Token*   SYMC45155114 (iPhone 7) ▼

EPCSRegistered Email*   [   ]

OTP*   [   ] ❓

☐ Show Clear Text

[Continue] [Quit]

An email has been sent to your registered e-mail address with EPCS Gold. Please follow the instructions to complete the process.

[Done]

3. Once you receive the "Prescriber reset passphrase notification" email, you will click on the 'Reset Passphrase Link' provided. It will have you re-verify the same information you just input as the system wants to ensure you are the specific provider using that email. Finally, it will prompt you with the security question that you originally created during EPCS enrollment, and you have to provide your security answer, which is case sensitive. Once this is complete, you will be able to reset your passphrase (minimum requirements for new passphrase are at least 8 characters with 1 capital letter and 1 number).

Prescriber reset passphrase notification   📁   Inbox   x

DO-NOT-REPLY-QAepcs@drfirst.com
to me ▾

Dear .

Please be advised that reset passphrase request was recieved in the EPCS Gold system. Please use below url to reset the passphrase.

Date: Thu Aug 17 13:06:59 EDT 2017
Reset Passphrase Link : https://ui.staging.epcsdrfirst.com/pob/resetpass?resetKey=c2282c9bc89c41f78f49f0bd8c3c5e26

If you believe that this passphrase was reset in error, please contact df_qa@drfirst.com or at 1-866-263-6512.

Sincerely,

EPCS Gold Support

DrFirst Inc.
9420 Key West Ave. Suite 230
Rockville, MD 20850
Phone: 1-866-263-6512